



# PROVIDER ALERT

## Important Message from Health Secretary Neall on Provider Payments

January 23, 2020

Dear Public Behavioral Health System Provider:

The Maryland Department of Health is committed to ensuring that all Marylanders in our care receive needed behavioral health services. We have an obligation and commitment to you to ensure that you are paid for the services that you render to our patients.

We apologize to you and thank you for working with us and Optum Behavioral Health staff to try to make the system work over the last three weeks.

Optum became the administrative services organization on January 1, 2020. The transition from Beacon Health Options to Optum has not gone smoothly, and regrettably, Optum needs more time to implement the changes necessary to properly authorize and approve claims.

To allow Optum the opportunity to make their claims processing system work, effective immediately, we have directed Optum to begin processing estimated payments based on your average weekly payments in 2019. These estimated payments will begin with the next check cycle that initiates on January 28 and pays on January 31, 2020.

This payment change will affect all Optum Maryland *registered* providers. We will continue these estimated payments until April 20, 2020 or until the Optum system is acceptable to Governor Hogan's customer service promise.

All providers must continue to submit authorization requests and claims for services rendered. Optum will reconcile your claims against estimated payments made. Over/under payments will be addressed every 60 days. MOH will audit Optum activities as well as claims submitted for program integrity. Additional information will be provided as it is developed.

Thank you for being a valued Medicaid services provider. We look forward to continuing to work with you to develop a robust 21st century behavioral health system. If you have any questions, please call 1-800-888-1965 or email [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com).

Sincerely,  
Robert R. Neall, Secretary

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